



## **Standard Clinic Front Desk**

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### **Quick Reference Guide**

Version 5.20.2021

**For further assistance, call the VAMS Zoom Room:**

**646-876-9923**

**Code: 2245615603**

## **PRIVACY NOTE**

To receive the COVID-19 vaccine, personally identifiable information (PII) and protected health information (PHI) will be entered into VAMS. PII is any data that could potentially identify an individual. PHI includes demographic information and relates to the individual's past, present, or future physical or mental health or condition. VAMS complies with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules. For more information about HIPAA visit:

<https://www.cdc.gov/php/publications/topic/hipaa.html>

## **How to Use the Quick Reference Guide**

This manual is to be used by the Front Desk staff to better understand and manipulate VAMS. In this guide, you will find sets of instructions to assist you while maneuvering VAMS. If you need more assistance, a User Manual is available with more information.

## **Disclaimer**

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**Activate Your User Account**

1. Check your email for the link to set up your account.
2. Click the registration link in your email.
3. Verify your email address.
4. Create your password.
5. Check your email account for a verification code.
6. Enter the verification code.
7. Read the terms and conditions and check the box if you agree.
8. Click **Create Account**.

**Verify a Recipient's Appointment**

**(Using a QR code):**

1. Scan the **QR code**.
2. Verify the recipient's identity.
3. Select the recipient's form if identity.

**(Manually):**

1. Find the recipient.
2. Click **Check-in Recipient**.

**Verify Pre-vaccination Questionnaire is Complete**

1. You will either see:
  - The Recipient has completed the Pre-vaccination questionnaire, or
  - Recipient has not yet completed the pre-vaccination questionnaire.
2. The recipient may need to log into VAMS to complete the questionnaire.

**Confirm the Recipient's Identity**

1. Once the questionnaire is confirmed, you will see the Validate Recipient screen.
2. Validate the recipient's information.
3. Select the form of identification.
4. Click **Next**.

**Cancel Appointments**

1. Click **Cancel** beside recipient's name.
2. Confirm cancellation.
3. Click **Cancel Appointment** or **Keep Appointment**.
4. Click **Ok**.

**Access Multiple Clinics in VAMS**

1. Click on the drop-down arrow next to your name in the upper right-hand corner of the screen.
2. Click **Switch Portals**.
3. Select the Access Portal button of the clinic you would like to access.

**Register as COVID-19 Vaccine Recipient**

1. Click the registration link in your email.
2. Enter your email address.
3. Enter the same password you use when you log in as a user.
4. Click the box beside I'm not a robot.
5. Click **Login**.
6. Click **Access Portal** below the clinical or recipient portal to complete the vaccination registration process.

**Find a Recipient**

1. Click the **Search for existing recipient's** button.
2. Enter the required information.
3. Click **Search**.

**Create a Walk-In**

1. Click the **Search for existing recipient's** button.
2. Enter the required information.
3. Click **Search**.
4. Click in the button beside the recipient's name.
5. Click **Schedule Walk-In**.

**Conflicting Appointment**

1. Choose **Keep** or **Cancel** when the Conflicting Appointment pop up appears.

**Keep the Appointment**

1. Select **No, Keep the existing appointment**.
2. Click **Submit**.

**Cancel the Appointment**

1. Select **Yes, Cancel the existing appointment and reschedule as a walk-in**.
2. Click **Submit**.
3. Click **Cancel Appointment**.
4. You're directed to the Appointment Confirmation page to enter the walk-in appointment. Follow the above instructions to **Create a Walk-In**.

#### Add a New Recipient

1. Log into **Vams**.
2. Click **Add New Recipient**.
3. Enter the required demographic information.
4. Click **Next**.
5. Enter the insurance information, if necessary.
6. Click **Next**.
7. Review the information.
8. Click **By checking this box, I confirm I have reviewed the above information with the recipient, and it's accurate.**
9. Click **Finish**.
10. Choose **Schedule a walk-in** or **Schedule a future appointment**.

#### Schedule a Future Appointment

1. Add or find a recipient.
2. Click **Schedule future appointment**.
3. Click **Schedule future appointment**.
4. Answer **Have you ever received a COVID-19 vaccine?**
5. Choose an available appointment.
6. Click **Next**.
7. Review the appointment information.
8. Click **Submit**.

#### Edit Recipient Demographic Information:

1. Open **VAMS**.
2. Click **Check in Recipients**.
3. Click **Search existing recipients**.
4. Enter **First Name**.
5. Enter **Last Name**.
6. Enter **Date of Birth**.
7. Click **Search**.
8. Click recipient's name.
9. Click **Edit**.
10. Update fields.
11. Click **Save**.

#### Shared Accounts

1. Log into **VAMS**.
2. Click **Add new recipient**.
3. Choose **Yes** or **No** to Would you like to associate the new recipient with a representative, a guardian or an existing VAMS account?
4. Choosing **Yes**, will open more fields.
5. Enter **Representative/guardian first name**.
6. Enter **Representative/guardian last name**.
7. Enter **Representative/guardian date of birth**.
8. Complete the rest of the form.